

# Visioneer 9650 Scanner Installation Guide

FOR WINDOWS

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
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This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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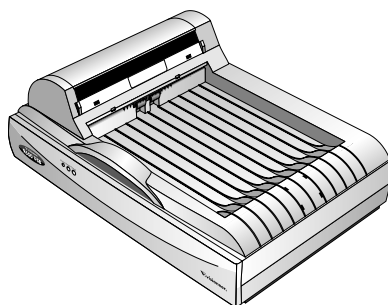
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# WELCOME

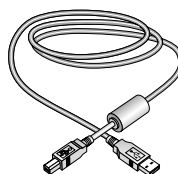
Congratulations on purchasing your Visioneer 9650 scanner. With this scanner, you can quickly scan stacks of items, single pages, color photos, or other paper items to place their electronic images on your computer.

## WHAT'S IN THE BOX

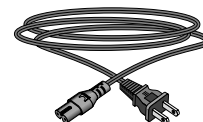
Before starting the assembly and installation, check the contents of the box to make sure that all parts are included. If any items are missing or damaged, contact the dealer where you purchased the scanner.



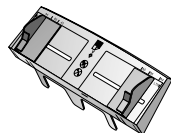
Visioneer 9650 Scanner



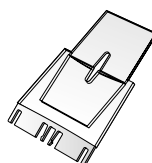
USB cable



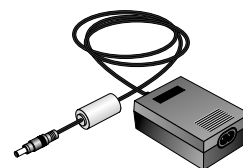
Power cable



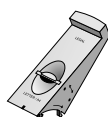
Paper Guide



Paper Guide Extension



Power supply



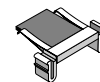
Paper Stop



Installation Guide

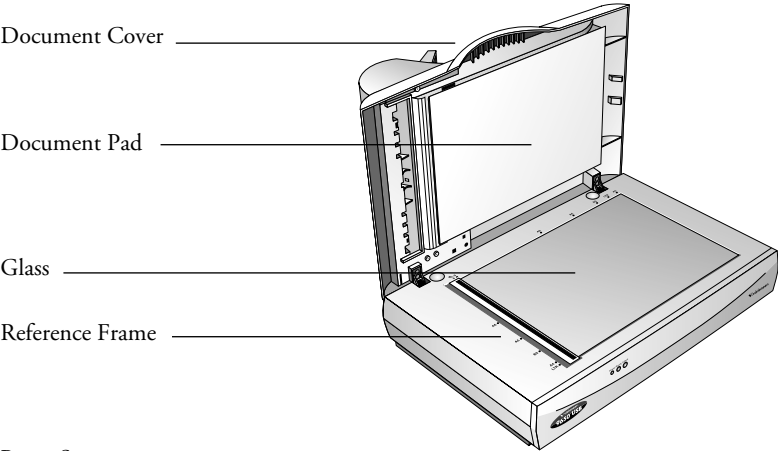


Installation CD



Replaceable ADF Pad

# THE VISIONEER 9650 SCANNER

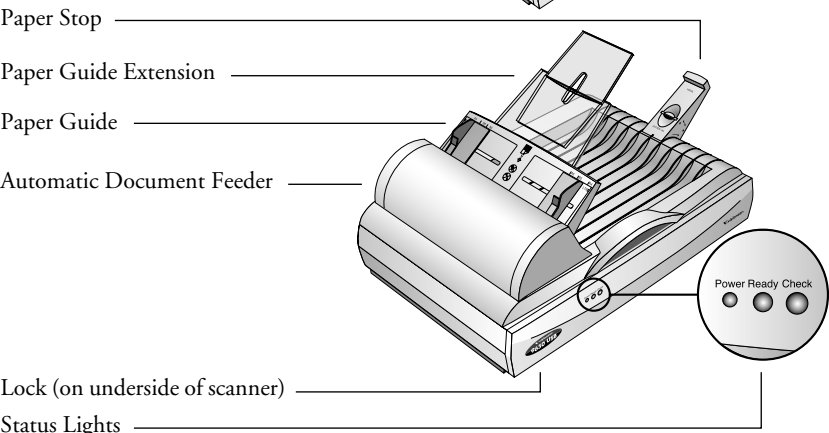


Document Cover

Document Pad

Glass

Reference Frame



Paper Stop

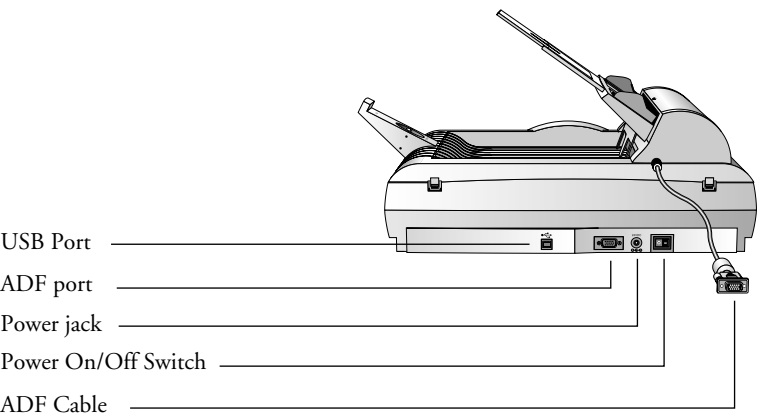
Paper Guide Extension

Paper Guide

Automatic Document Feeder

Lock (on underside of scanner)

Status Lights



USB Port

ADF port

Power jack

Power On/Off Switch

ADF Cable

**Document Cover.** Close the document cover after placing items on the scanner glass.

**Document Pad.** Helps to secure the document in place on the scanner glass.

**Reference Frame.** Place items face down within this frame. Markings on the border of the frame show where to align various paper sizes.

**Glass.** Place items face down aligned at the upper left corner of the glass.

**Paper Stop.** Holds items in place as they are ejected from the Automatic Document Feeder. Adjust the stop for either letter-sized or legal-sized pages.

**Paper Guide Extension.** Unfolds to support multiple pages to scan.

**Paper Guide.** Holds pages in place. Adjust the guide to fit the size of the paper to scan.

**Automatic Document Feeder (ADF).** Feeds one page at a time onto the glass for scanning.

**Lock.** Locks or unlocks the scanning head. The lock is located on the underside of the scanner.

**Status Lights.** Shows the scanner's status. Flashing Green lights: scanner is preparing itself or lamp is warming up. Steady Green lights: scanner is on and ready to scan. Check light on: scanner is malfunctioning.

**USB Port.** Plug one end of the USB cable into this port; plug the other end into a USB port on the computer, keyboard, or a USB hub.

**ADF Port.** Plug the ADF cable from the Automatic Document Feeder into this port.

**Power Jack.** Plug the power cord into this jack.

**Power On/Off Switch.** Turns scanner's power on and off.

**ADF Cable.** Supplies power from the scanner body to the Automatic Document Feeder.

## WHAT YOU NEED

**To use the scanner and software, you need the following:**

- IBM PC (or 100-percent compatible) Pentium or equivalent
- Microsoft Windows 98, Windows 2000, Windows Me, or Windows XP
- One available Universal Serial Bus (USB) port on your computer
- Available internal memory (RAM):
  - Windows 98—32 megabytes (MB) or more
  - Windows 2000, Me, or XP—64 MB or more; 128 MB recommended for Windows XP
- 70 MB of free hard disk space
- A VGA or SVGA monitor. Recommended settings for your monitor are as many colors as possible—High Color (16-bit), True Color (24-bit or 32-bit). Set the resolution to at least 800 by 600 pixels. To set your monitor's colors and resolution, open the Windows Control Panel, double-click Display, and then click the Settings tab.
- A CD-ROM drive

## GETTING THE PAPERPORT ONLINE DOCUMENTATION

The Installation CD also includes your *ScanSoft PaperPort User's Guide*. This guide provides more detailed information about PaperPort's features. Please see the CD to view the manual. You can also print the manual from the CD.



# Installing

Installation is a quick, four-step process:

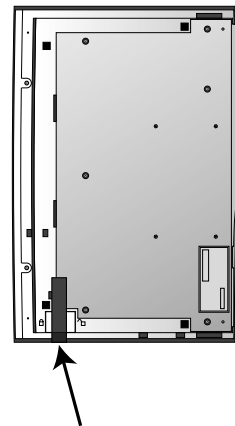
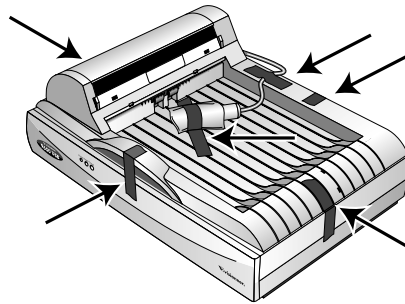
- assemble the scanner
- install the software
- connect the scanner to your computer
- set up the PaperPort software to scan with your scanner.

## STEP 1: ASSEMBLE THE SCANNER

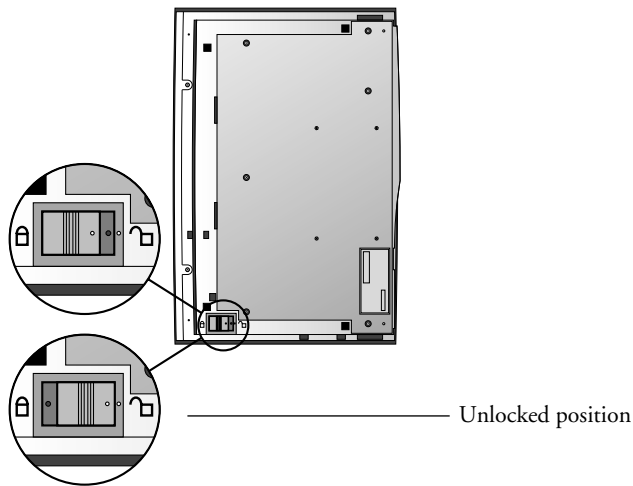
All the components to assemble the scanner are included in the box.

### To assemble the scanner:

1. Remove all shipping tape from the top and bottom of the scanner.



2. Slide the locking tab on the bottom of the scanner to its unlocked position.

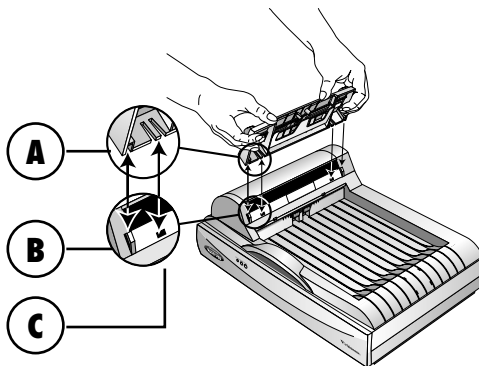


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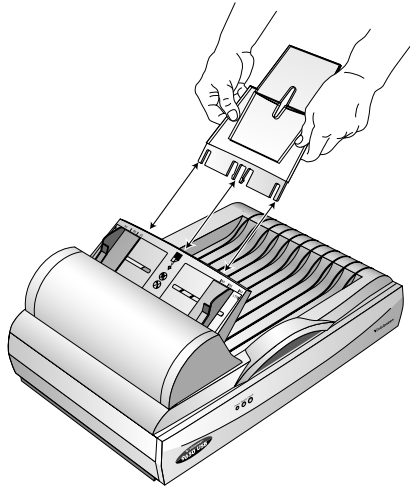
**Note:** The locking tab protects the scanner's scan head by holding it securely in position. Lock the scanner when transporting it from one location to another, but always remember to unlock it before scanning. The scanner will not scan when locked.

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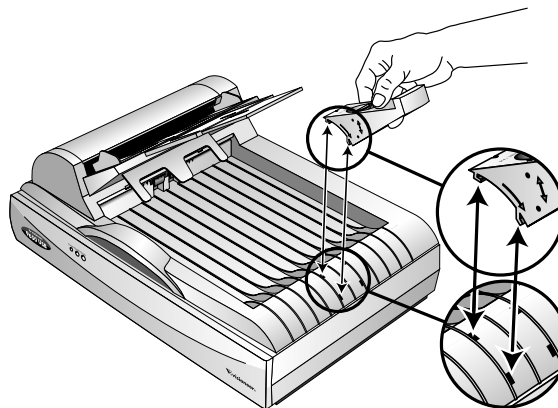
3. Insert the slots (A) on the Paper Guide onto their tabs (B) on the scanner and slide the Guide down into place. The catch tabs (C) “snap” into place. Refer to the picture on page 6 to see the location of the assembled parts.



4. Insert the Paper Guide Extension into the Paper Guide and “snap” its tabs into place.



5. Insert the Paper Stop onto the back of the scanner and slide it downward to “snap” its tabs into place.



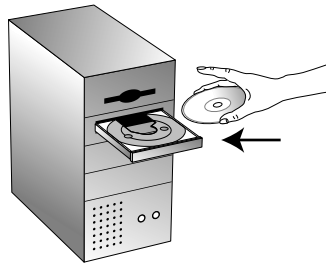
You're now ready to install the software.

## STEP 2: INSTALL THE SOFTWARE

The PaperPort CD includes all the necessary installation files, as well as the PaperPort software files and other software files.

### To install the scanner software:

1. Start Microsoft Windows and make sure that no other applications are running.
2. Insert the CD into your computer's CD-ROM drive. The CD automatically starts.



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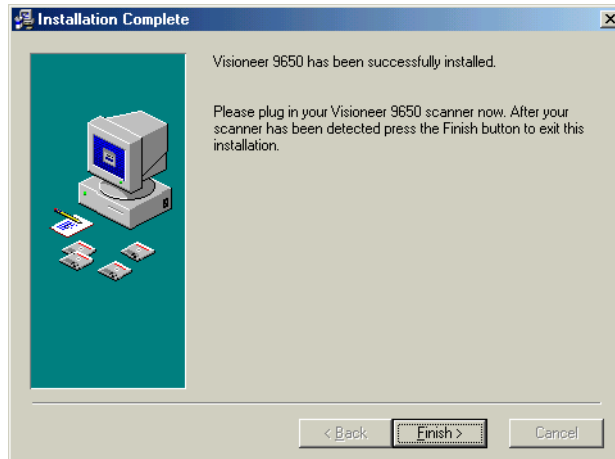
**Note:** If the CD does not automatically start, make sure the CD drive's door is completely shut. If the CD still doesn't start, click the Windows icon that shows the drives on your computer. (Usually, the icon is named My Computer.) The window shows the drives available on your computer. Double-click the icon for your CD-ROM drive to see the list of files on the CD. Double-click the file named START32.EXE. The CD starts.

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3. From the list of options that appears on the screen, select **ScanSoft PaperPort**.
4. Select **Install ScanSoft PaperPort**.

5. Follow the instructions on the screen to install the PaperPort software on your computer.

During installation, a message instructs you to connect the scanner to the computer. When you're finished connecting the scanner as described below, click **Finish** in the dialog box.



## STEP 3: CONNECT THE SCANNER

Your Visioneer 9650 scanner connects to any available USB port. Check your computer's manual for the USB port locations.

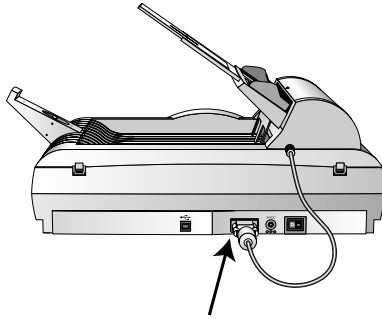
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**Note:** You do not have to shut off the power to your computer when connecting the scanner to a USB port.

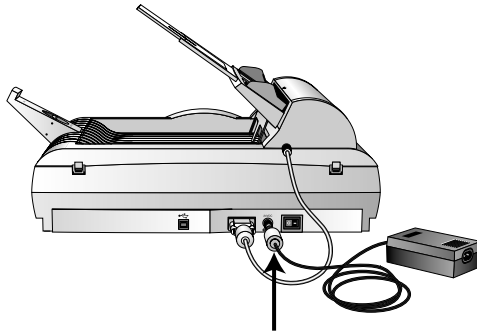
---

**To connect the scanner:**

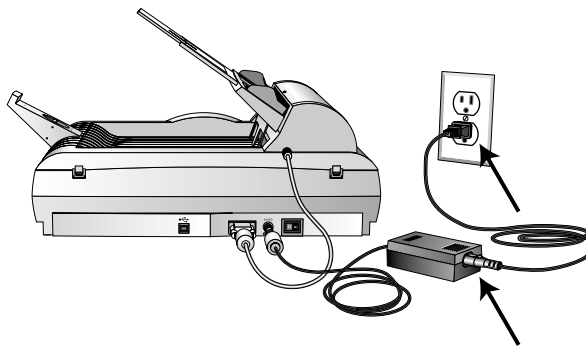
1. Plug the ADF cable into the ADF port on the body of the scanner.



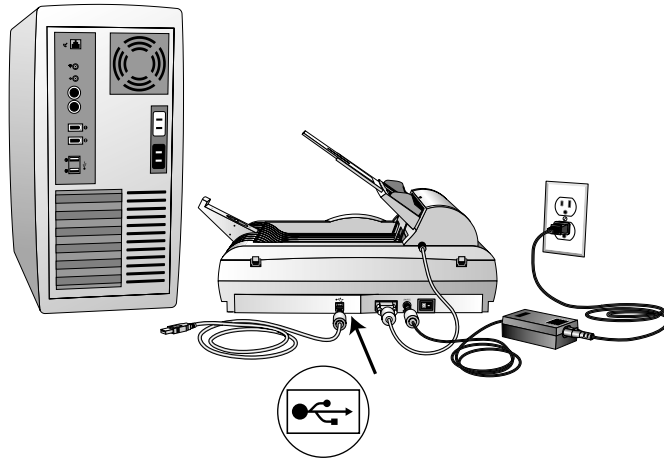
2. Plug the power supply into its power port on the scanner.



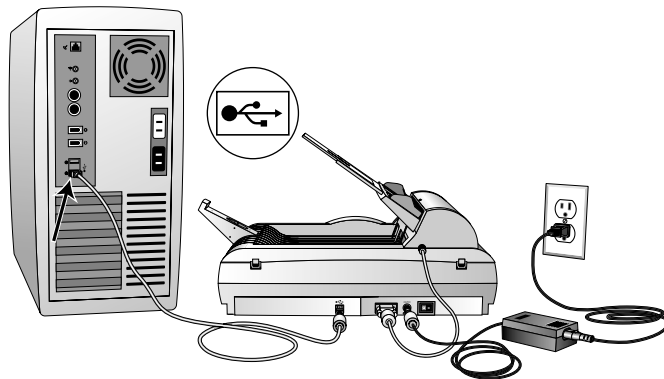
3. Plug the power cord into the power supply and then into a wall outlet.



4. Plug the USB cable into the USB port on the scanner. The USB port is identified by its USB symbol.



5. Plug the USB cable into a USB port on the computer, keyboard, or into a USB hub.



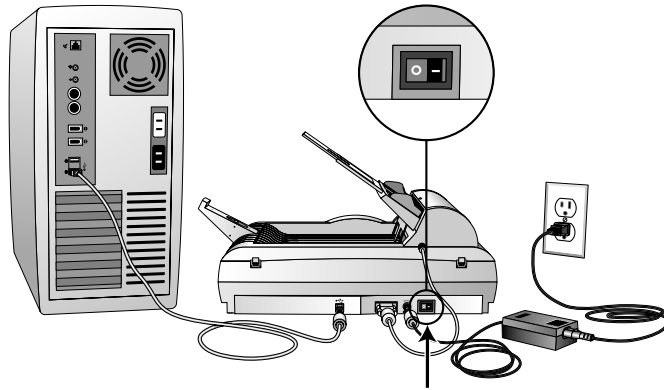
If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into the connection.

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**Note:** If you have not installed the software yet, unplug the USB cable from the computer and install the software now. When the software installation is complete a message tells you to connect the scanner.

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6. Turn on the power switch.



The status lights come on and flash indicating that the scanner is receiving power. Your computer recognizes that a scanner has been plugged into the USB port and automatically loads the appropriate software to run the scanner.

7. Click the **Finish** button on the dialog box on the computer screen.

The scanner's Power and Ready lights are green when the scanner and computer are communicating properly.

That completes the steps to connect your scanner to the computer.

8. If you removed the CD from the CD drive and want to install other software, reinsert the CD into the drive.

In addition to installing the other software from the CD, you can also view and print the User Guides.

Remove the CD from the computer when you're finished and store it in a safe place.



## STEP 4: SET UP THE SOFTWARE TO SCAN

To set up the PaperPort software, you must first select the Visioneer 9650 scanner as the scanning source.

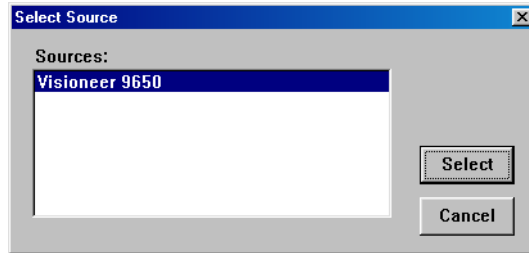
**Note:** You can also scan with other software that meets the Twain standards for scanning, which includes many graphics and imaging applications. The following steps show how to set up the PaperPort software but you use the same basic process with other Twain software.

### To set up the software:

1. Double-click the PaperPort icon on the Windows Desktop to start PaperPort. The PaperPort Desktop appears.



2. From the **File** menu, choose **Select Source**. The Select Source dialog box appears, listing all Twain devices installed on your computer.



Twain devices include scanners, digital cameras, and other equipment that can capture images for your computer. Twain is a standard method that computers use to receive images from those devices.

3. Choose **Visioneer 9650**, and then click **Select**.  
Your scanner is now set to scan.

# Scanning

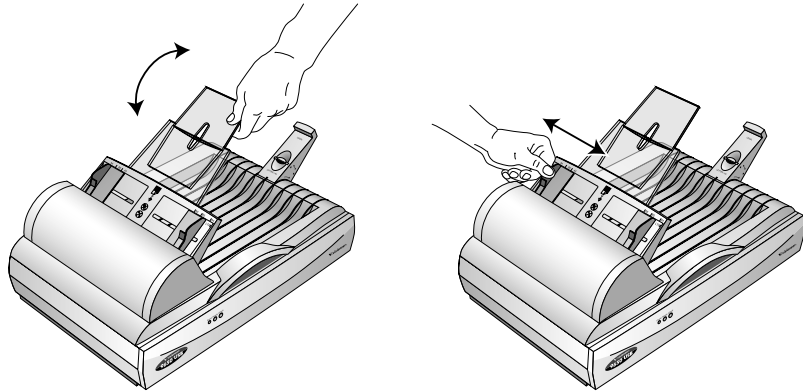
This section explains how to scan documents with your Visioneer 9650 scanner.

## LOADING DOCUMENTS TO SCAN

Your scanner can scan a stack of documents or a single item.

### To load a stack of documents in the Automatic Document Feeder:

1. Unfold the Paper Guide Extension and adjust the Paper Guide for the size of paper.



You can also adjust the Paper Stop at the back of the scanner for the size of the paper. Pull out the slide on the Stop for letter-sized pages. Push it in for legal-sized pages.

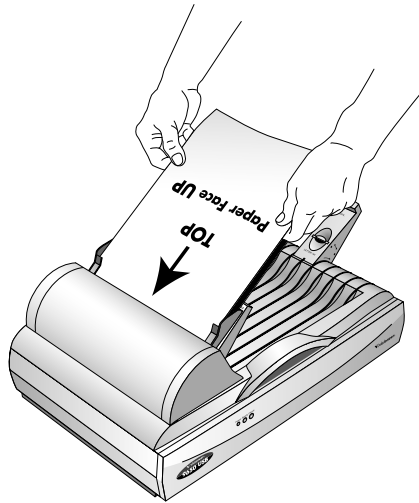


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**Note:** Remove any staples or paper clips from the documents before loading them into the Automatic Document Feeder. Staples and paper clips can jam the feed mechanism and scratch the glass.

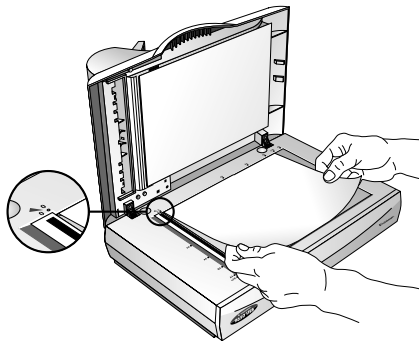
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2. Load your stack of documents *face up*, with their tops into the Automatic Document Feeder.



**To load a single item:**

1. Place the item on the scanner glass, face down.
2. Align the item with the arrow on the reference frame.



3. Close the cover.

## SCANNING ITEMS

You scan from the PaperPort software (or other Twain software).

### To scan an item:



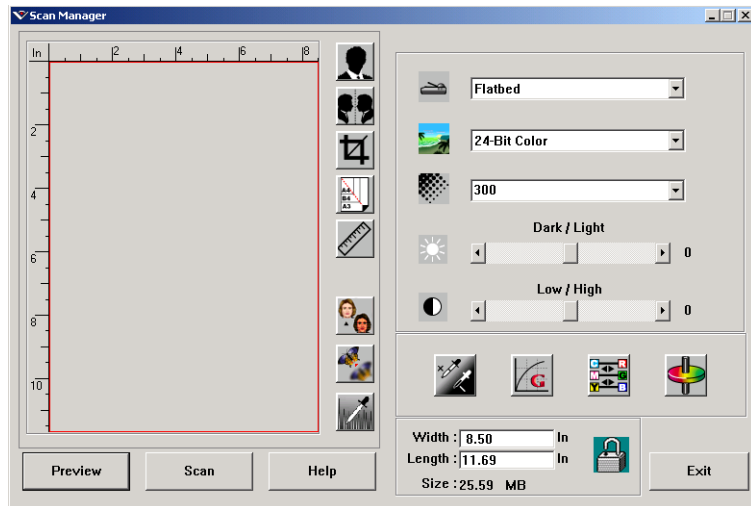
1. If the PaperPort software isn't currently running, double-click the PaperPort icon on the Windows desktop to start it.

The PaperPort Desktop appears.

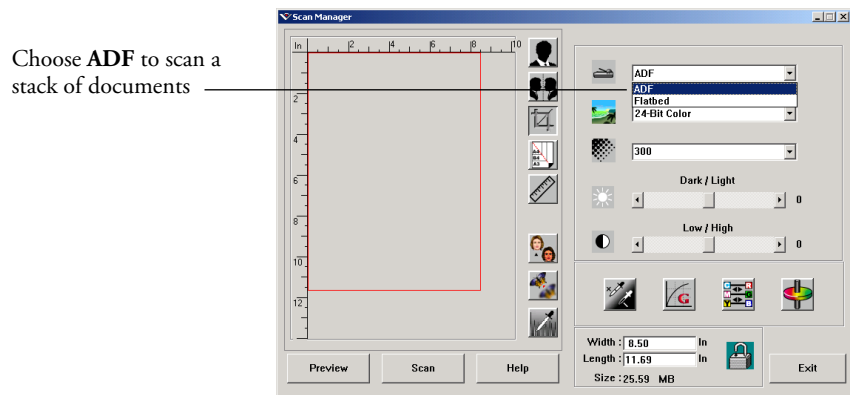
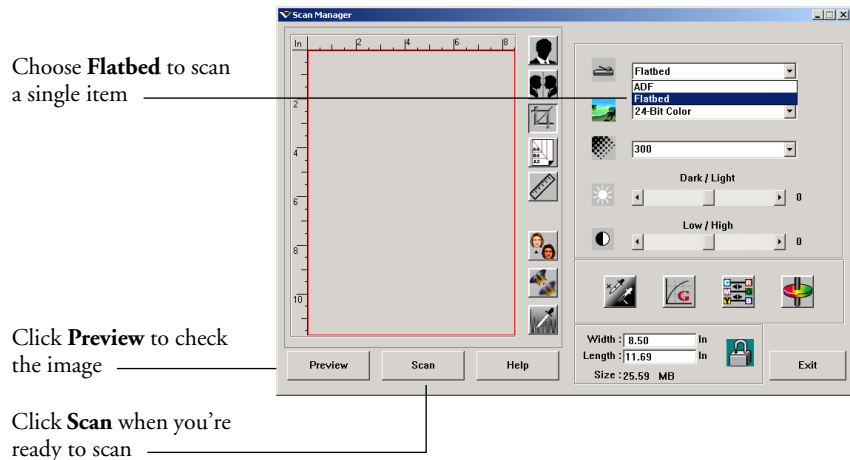


2. Click the **Twain** icon on the PaperPort software's **Command Bar**, or choose **Acquire** from the **File** menu.

The Scan Manager appears.



- From the scanner drop-down menu, choose whether you are going to scan a single item (**Flatbed**) or a stack of items (**ADF**).



- If you want to see what the scanned image will look like before scanning its final image, click the **Preview** button.

The scanner scans a preview of the item and displays it in the Scan Manager. The example below shows a color photograph to scan.

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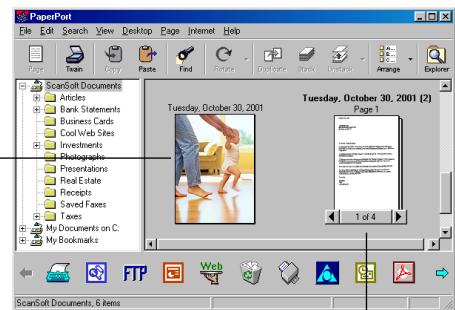
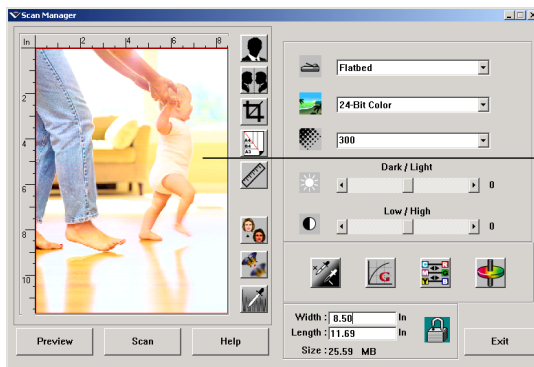
**Note:** If you preview when scanning a stack of documents, the first page of the stack feeds through the ADF for the preview. After adjusting the scanner settings, replace that page on the stack so it is scanned with the rest of the pages.

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You can now fine-tune the options on the Scan Manager for the item you're scanning.

For example, to change the brightness or contrast of the scanned image, drag the Dark/Light or Low/High sliders.

5. If you want to preview the item again with the new settings, click the **Preview** button again on the Scan Manager.
6. When you are satisfied with the preview image, click the **Scan** button on the Scan Manager. The scanned item appears as a thumbnail image in the ScanSoft PaperPort Desktop.



A thumbnail image of the scanned item appears on the PaperPort Desktop

Thumbnail images of a stack of documents scanned with the ADF.

On the PaperPort Desktop:

- The name of the scanned image is the day, date, and number of scanned items that day. For example, in the sample above, the stack of documents is the second scanned item so it is followed by a (2). The first scan is the color photo. To change a name, click it to select its text and type a new name.
- The thumbnail images of the stack of documents also has scroll arrows so you can click through the pages in the stack. The page counter next to the scroll arrows shows which page you're viewing and the total number in the stack.

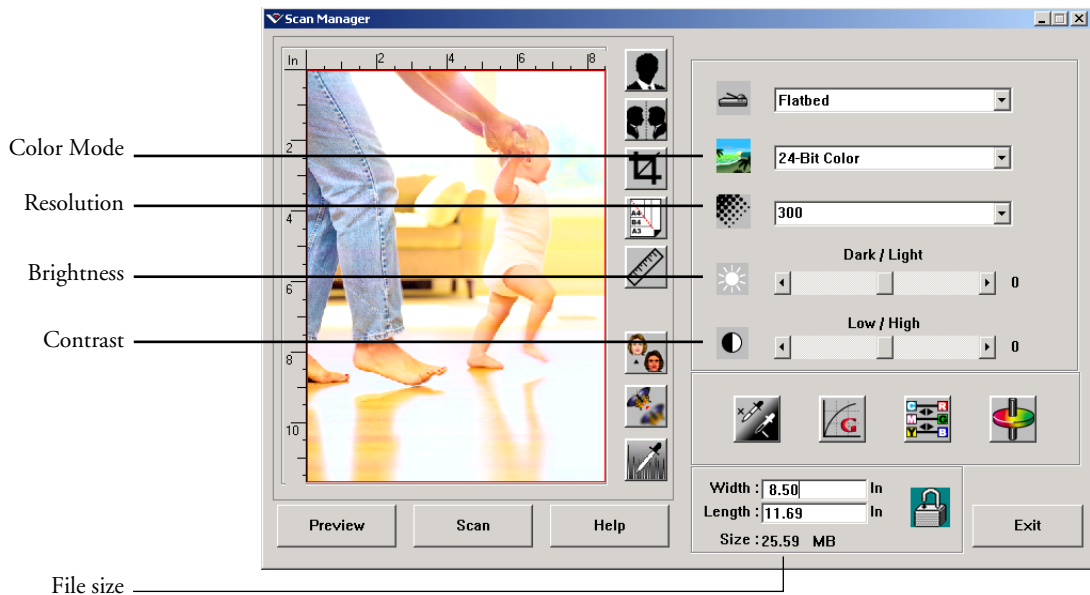
To learn more about the PaperPort software please see the *ScanSoft PaperPort User's Guide* on the Installation CD that you received with your scanner.

## ADJUSTING THE IMAGE WITH THE SCAN MANAGER

The Scan Manager has a wide variety of options to adjust your scanned images. Using those options you can produce the best possible scan of your documents, color photos, magazine articles, business cards, or any other items you scan.

### ADJUSTING THE COLOR MODE, RESOLUTION, BRIGHTNESS AND CONTRAST

The Scan Manager's drop-down menus and sliders are for adjusting the color mode, resolution, brightness, and contrast.



### COLOR MODE

From the **Color Mode** drop-down menu, select the appropriate color mode for the item(s) you're scanning:





Halftone Example

- **Black and White**—scans in black and white. The scanning pixels are all the same size and are either black or white. Use this setting for letters, memos, pen and ink drawings and other black and white material. This setting produces the smallest file size for scanned items.
- **Halftone**—scans the image so it appears to consist of gray tones. A pop-up menu appears so you can choose one of the halftone options. Notice that the preview image changes as you select each option so you can see which one is best for scanning. Halftones produce simulated gray tones by using black and white pixels of different sizes and is often used to produce newspaper and magazine images. Use this setting for lower resolution black and white images. The halftone settings also produce small file sizes.
- **8-Bit Gray**—scans the image using up to 256 true shades of gray. Use this setting to scan black and white photographs and other higher quality black and white images. You can also scan a color photo with this setting to turn its colors into gray shades. The file size is about one third the size of a color scan.
- **24-Bit Color**—scans the image in full color. Use this setting to scan color photographs and other color images. The file size is the largest of the color mode options.

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**Note:** You can see the file size at the bottom of the Scan Manager.

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## RESOLUTION

Resolution determines the amount of detail you can see in the scanned image. The resolution setting for a scan is in dots-per-inch (dpi). The higher the resolution, the finer the details, however, higher dpi settings also take longer to scan and produce larger files sizes. Usually the higher resolution settings are used for precision work, such as photographs or fine artwork.

- Click the **Resolution** drop-down menu and select the resolution for the item.

The resolution settings on your Visioneer 9650 scanner range from 50 dpi to 1200 dpi.

## BRIGHTNESS AND CONTRAST

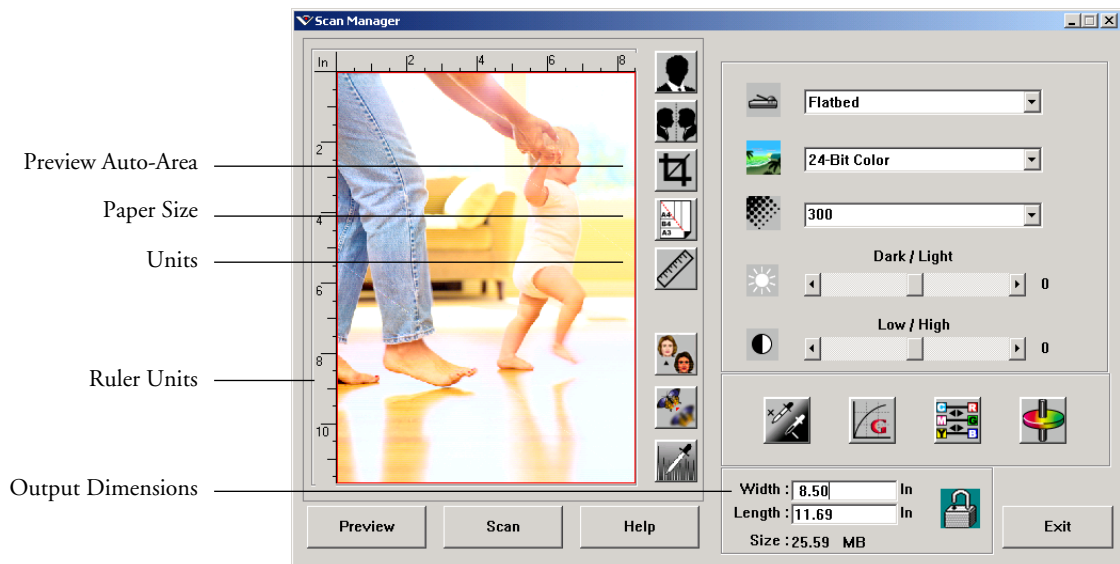
Sometimes an item is scanned with the brightness and contrast set to be too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility.

Brightness refers to the lightness or darkness of the image. Contrast is the range between the darkest and lightest portions of the image. The greater the contrast, the more the difference between the lighter and darker shades in the image.

- **Dark/Light slider**—adjusts the brightness of the scan. Drag the slider to the right or left to increase or decrease the brightness.
- **Low/High slider**—adjusts the contrast. Drag the slider to the right or left to increase or decrease the contrast.

## ADJUSTING THE OUTPUT SIZE

The output size is the width and height of the image after it is scanned. For example, if you plan to print the image on a piece of paper you can select the output size to be 8.5 by 11.0 inches.



## PREVIEW AUTO-AREA

The item you're scanning may not fill the scanner glass. In that case you can preview the item and use the Preview Auto-Area button to automatically set the size of the scanned image.

- Click the **Preview Auto-Area** button to let the Scan Manager automatically determine the size of the item being previewed.

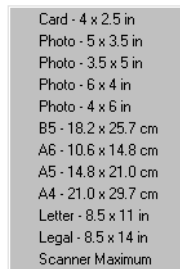
For example, if you preview the scan of a small photo, the Scan Manager automatically determines that the scan area is only where the photo is located on the glass.

You can manually adjust the scan area. For example, if you want the scan to include a border around the image, drag the edges of the scan area box.

## PAPER SIZE

If you know the size of the item(s) you're scanning, set the paper size. This automatically sets the scan size to the paper size.

- Click the **Paper Size** button and select the image's paper size from the pop-up menu.



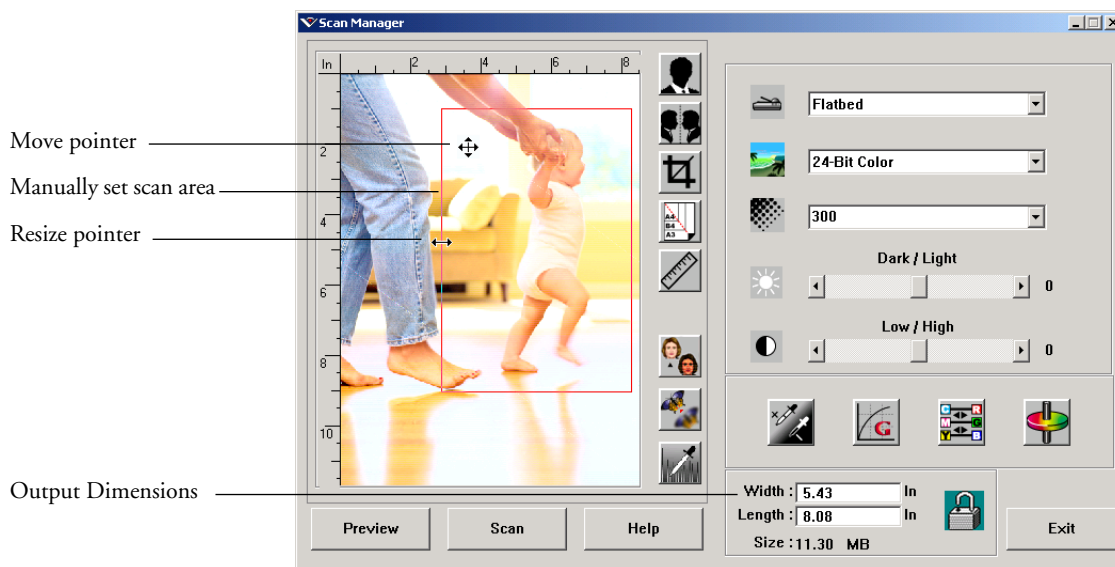
## UNITS

The ruler around the edges of the image area and the output dimensions can be displayed in inches, centimeters, or pixels.

- Click the **Units** button to select the units for the ruler. Clicking the button toggles through the three choices. The ruler and output dimensions change to the new units.

## MANUALLY SETTING THE SCAN AREA

You can manually adjust the output area to scan specific sections of an image. For example, if you're scanning a photograph and want to focus on one section, manually setting the output size removes the rest of the photograph from the final scanned image.



### To manually set an output area:

1. Put the mouse pointer on an edge of the scan area box so it becomes a resize pointer and then drag to set a new size for the box.
2. To move the box, put the mouse pointer inside the box so the pointer becomes a four-headed arrow. Drag to move the box to a new position.
3. The output dimensions change to reflect the new scan area size.

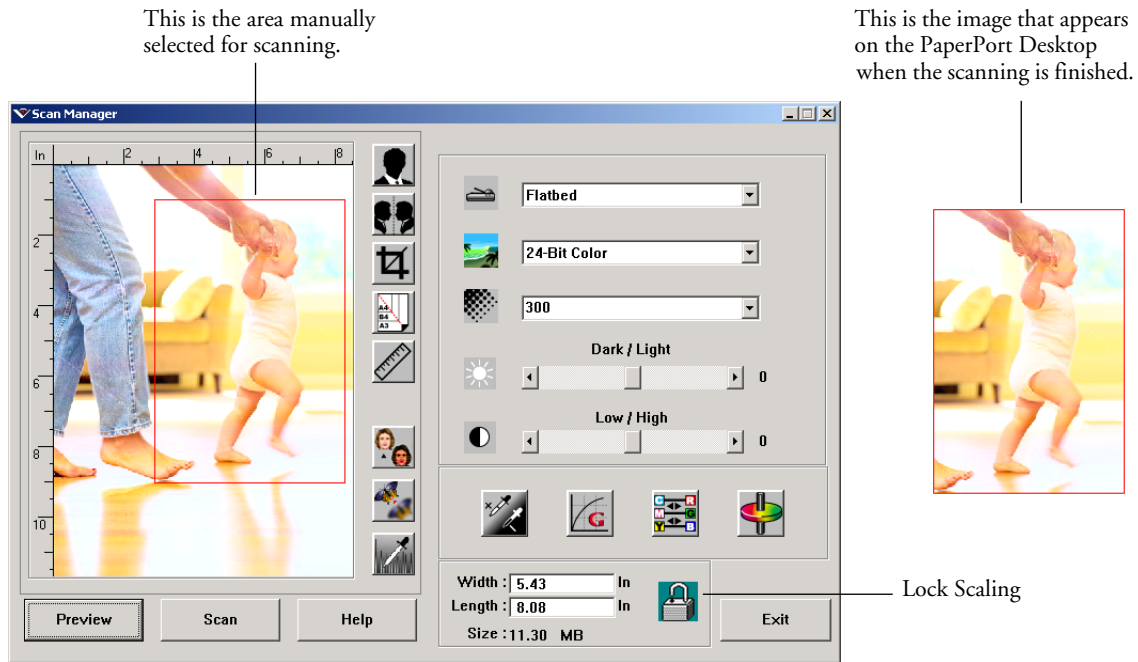
Now, when you scan, only the area inside the scan area box is scanned to the PaperPort Desktop.

---

**Note:** If you want to reset the scan area to the full size of the image again, click the Preview Auto-Area button.

---

Here's a sample of a manually selected output area:



## MANUALLY SETTING THE WIDTH AND LENGTH

The output dimensions at the bottom of the Scan Manager show the Width and Length of the scan area. You can set the area by typing numbers into those boxes.

### To manually set the width and length:

1. Click in a box and type a new dimension.
2. Repeat in the other box.

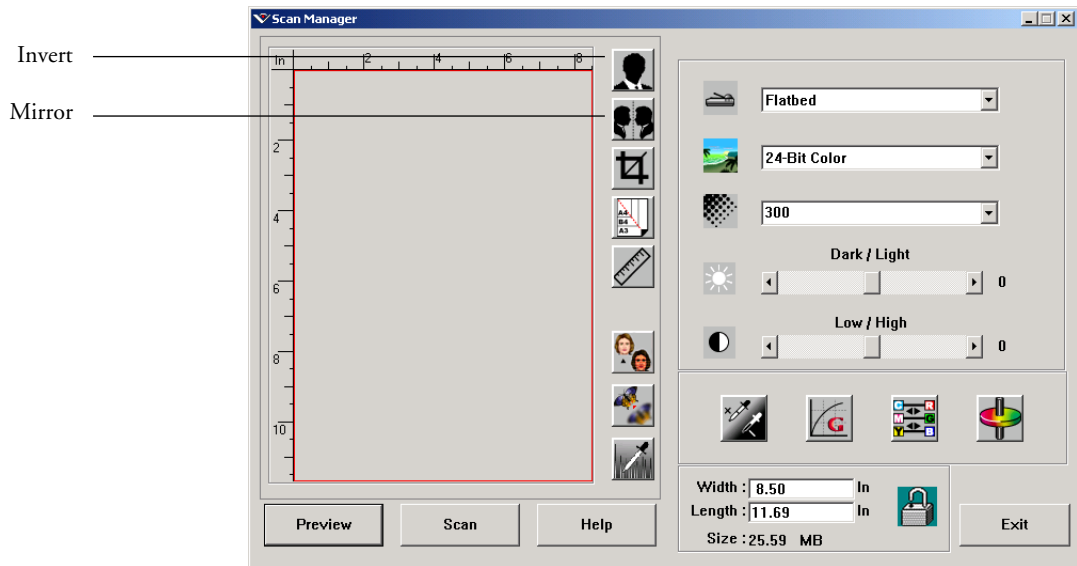
The scan area box changes to reflect the new size.

3. To maintain the same width to length ratio, click the Lock Scaling icon next to the dimension.

With the Lock Scaling locked, when you type a new width or length, the other setting changes so the relative size of the scan area remains constant.

## REVERSING THE IMAGE

The Scan Manager has an Invert button and a Mirror button for reversing the scanned image.



Invert reverses the black and whites or the colors of an image.

Mirroring flips the image 180 degrees.

■ Click the Invert or Mirror button to see the image you want.

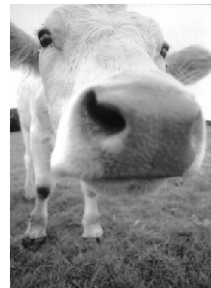
Original Image



Inverted Image

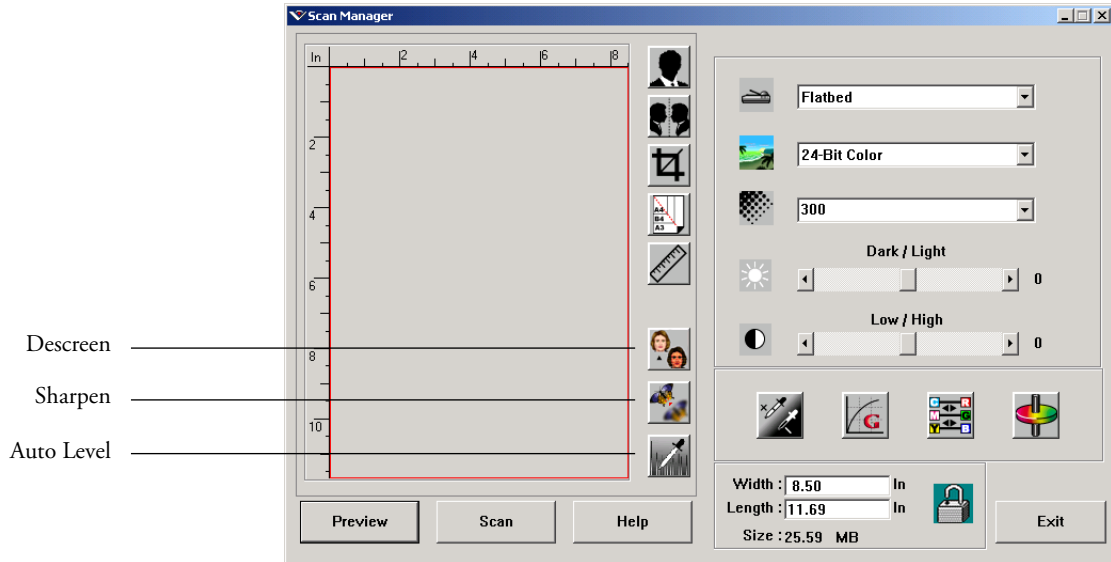


Mirrored Image



## ADJUSTING COLOR AND GRAY IMAGES

The Scan Manager has three buttons—Descreen, Sharpen, and Auto Level—for quickly adjusting color and gray images. These buttons do not apply to black and white or halftone images.



### DESCREEN IMAGE

Select this option when scanning a picture from a newspaper or magazine article, sales catalog, or other source that contains images with patterns or dots. Scans of patterns or dots sometimes have a distorted or wavy appearance. The scanner scans the item to compensate for the patterns and dots, and produces a clearer image. The scanning may slow down a bit when this option is selected. You don't need to select this option when scanning photographs.

Original Image

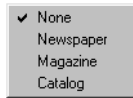


Descreened Image



**To descreen an image:**

1. Click the Descreen button.
2. Choose the appropriate option from the Descreen pop-up menu.



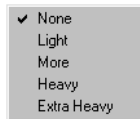
Watch the preview image as you select various options to see which one is best for your final scanned image.

**SHARPEN IMAGE**

Sharpness determines the amount of blur in an image. Your scanner can sharpen an original blurred image by adjusting the blurry edges in sections of the image.

**To sharpen an image:**

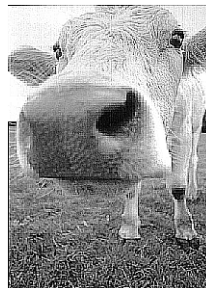
1. Click the Sharpen button.
2. Choose the appropriate option from the Sharpen pop-up menu.



Original Image



Sharpened Image





## AUTO LEVEL

Your scanner can analyze a color image to automatically determine the best settings to match the colors of the original image. Click this button to let the scanner automatically adjust the color settings.

Original Image

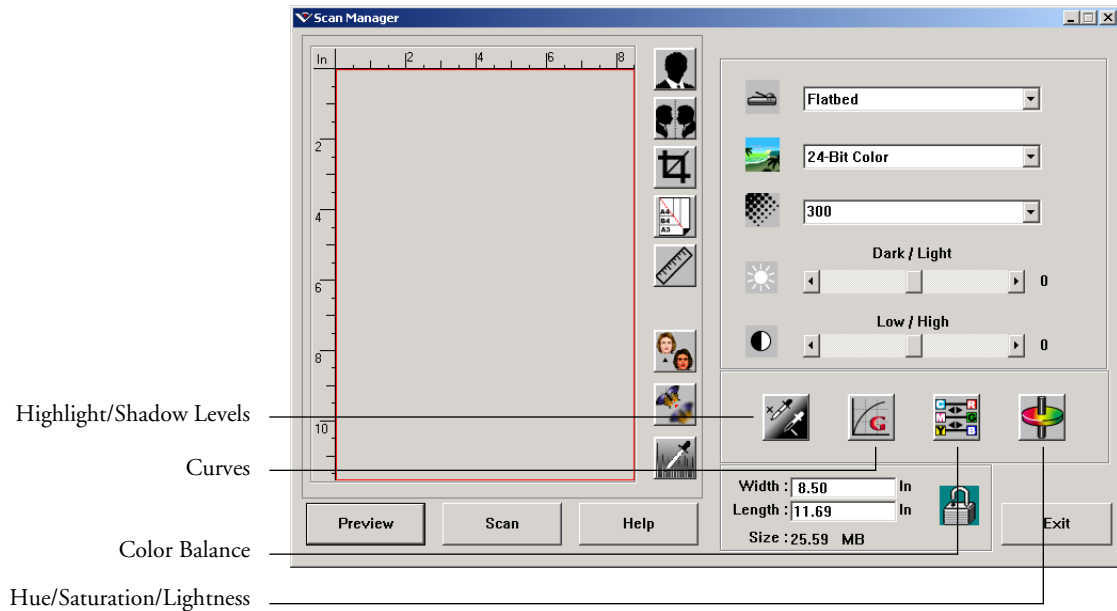


Auto Level Adjusted



## MANUALLY ADJUSTING COLOR SETTINGS

The buttons for manually adjusting a preview image's color settings offer several advanced color options.



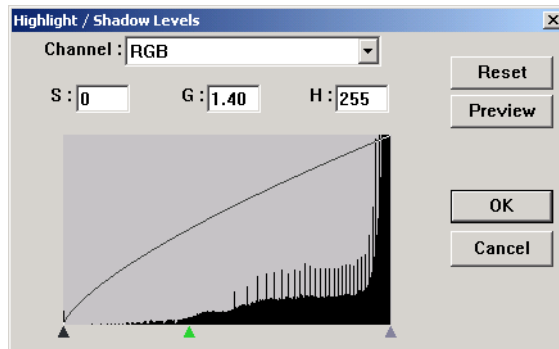
## HIGHLIGHT/SHADOW LEVELS

Images have light and dark areas. The highlight is the lightest spot on an image; shadow is the darkest spot. The range of colors between the highlight and shadow determines the range of colors of the image. Using the Highlight/Shadow Levels features, however, you can extend the original range of colors between the highlight and shadow to reveal more details in the midrange colors.

### To adjust the highlight and shadow levels:

1. Click the **Highlight/Shadow** button.

The dialog box that appears shows a histogram of the saturation, gamma, and hue (S, G, H) of the range of colors for the highlight and shadow.



Saturation is the strength or purity of a color, gamma controls the brightness of the midtones of the color, and hue is the color your eyes see as reflected from the image. The gamma setting in this dialog box is in conjunction with the hue and saturation but you can also set gamma by itself for an image. See the section “Curves,” below for more information

2. From the Channel drop-down menu, choose **RGB** to adjust all the channels together, or choose a single channel if available.

3. Enter new settings in the boxes for the three levels, or drag the small triangles at the bottom of the histogram.

As you change the settings, the histogram changes to reflect the new levels.

4. Click **Preview** to see the effect of the new settings on the preview image.
5. Click **Reset** to reset the levels to their original values.
6. Click **OK** when the levels are what you want.

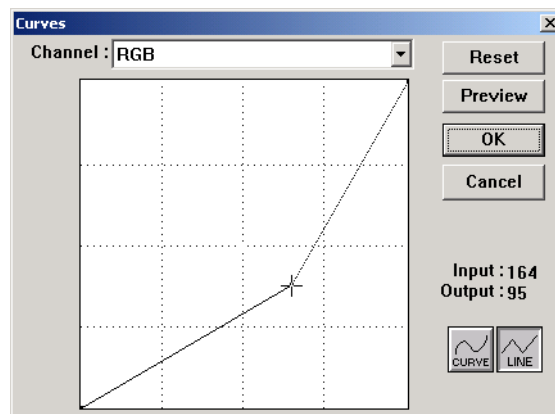
## CURVES

Like the Highlight/Shadow levels, the Curves feature also adjusts the range of midtone colors on an image. However, with the Curves feature you can set the gamma individually to adjust midtone levels without losing details from the lightest or darkest areas.

### To adjust the gamma curve:

1. Click the **Curves** button.

The dialog box that appears shows a plot of the gamma. The gamma of the original image is represented by a straight line from the lower left to upper right corners. Changing the straight line to a curve changes the gamma setting for the midtones on the original image.



2. From the Channel drop-down menu, choose RGB to adjust the gamma of all the channels together, or choose a single channel if available.

3. Drag the line up or down to set a new gamma.

The input and output values represent values on the horizontal and vertical axes for the new gamma setting. Click the Curve or Line button to see the display as a smooth curve or a line. You can drag the line at multiple points.

4. Click **Preview** to see the effect of the new settings on the preview image.
5. Click **Reset** to reset the levels to their original values.
6. Click **OK** when the levels are what you want.

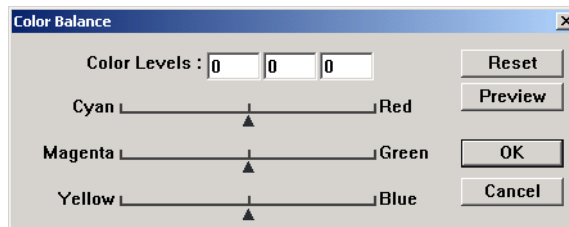
## COLOR BALANCE

The color balance refers to the relative amounts of the three primary colors in an image. By adjusting the color balance you can sometimes compensate for an image with too much or too little of a color.

### To adjust the color balance:

1. Click the **Color Balance** button.

The settings in the dialog box are initially set to zero for each of the colors, indicating no change to the original image's color balance.



2. Type a number in the color levels boxes to set a new color level, or drag the triangles to the left or right.

Each color is paired with its complementary color, so as you drag a triangle you are increasing a color while decreasing its complementary color.

3. Click **Preview** to see the effect of the new settings on the preview image.
4. Click **Reset** to reset the levels to their original values.
5. Click **OK** when the levels are what you want.

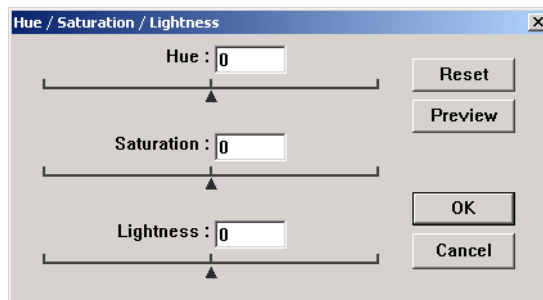
### HUE/SATURATION/LIGHTNESS

Hue is the color your eyes see as reflected from the image, saturation is the strength or purity of a color and determines whether a color is pale or rich, and lightness is the intensity of the color.

#### To adjust the hue/saturation/lightness:

1. Click the **Hue/Saturation/Lightness** button.

The settings in the dialog box are initially set to zero, indicating no change to the original image's hue, saturation, or lightness.



2. Type a number in the color boxes to set a new levels, or drag the triangles to the left or right.
3. Click **Preview** to see the effect of the new settings on the image.
4. Click **Reset** to reset the levels to their original values.
5. Click **OK** when the levels are what you want.

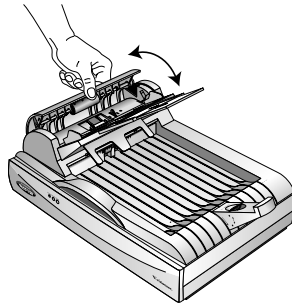
## CLEARING PAPER JAMS

If your scanner stops scanning due to a paper jam in the Automatic Document Feeder, a warning dialog box appears after a few moments.

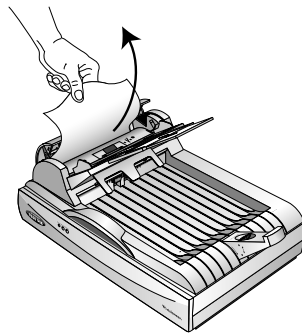


### To clear a paper jam:

1. Open the Automatic Document Feeder cover.



2. Remove the jammed paper and close the cover.



To reduce the number of paper jams, smooth and straighten paper before scanning, adjust the guides to the paper size, and insert the paper evenly into the ADF.

## CARE AND MAINTENANCE

Your scanner is designed to be maintenance-free. Occasional cleaning, however, can help ensure continual optimal performance.

### CLEANING THE SCANNER GLASS

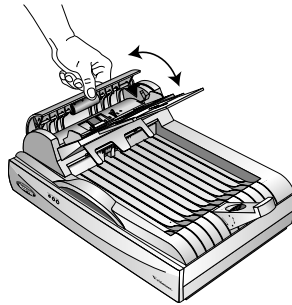
Scanning items that have excessive amounts of dirt or dust may dirty the glass. To ensure the best quality scanned item, wipe the scanner glass with a soft clean cloth to rid the glass of dust or other debris.

### CLEANING THE AUTOMATIC DOCUMENT FEEDER

You may need to clean the ADF feed mechanism if your scanned documents do not feed easily into the ADF, or several feed in at the same time.

#### To clean the ADF:

1. Wet a cotton swab with some isopropyl alcohol (95%).
2. Open the ADF cover.



3. Wipe the feed roller from side to side. Rotate the roller to clean its entire surface.
4. Wipe the pad from top to bottom. Be careful not to snag the swab on the springs on either side of the pad.
5. Close the cover when you're finished.

## REPLACING THE ADF PAD ASSEMBLY

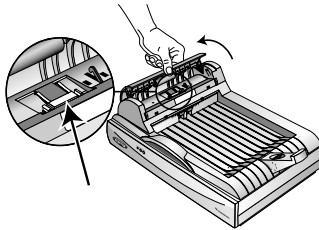
The ADF pad spring may begin to wear out after 150,000 scanned pages. Problems with documents feeding into the ADF is an indication that the pad spring may be wearing out.



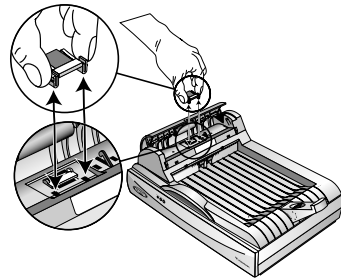
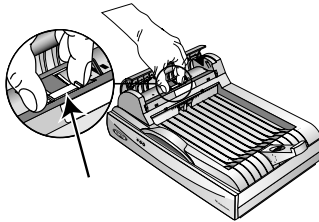
You received a replacement pad in the original scanner box, and you can also order a new one. See the “Visioneer 9650 Scanner Parts List” on page 50 for ordering information.

### To replace the ADF Pad assembly:

1. Open the ADF cover.



2. Squeeze the plastic clamps that hold the pad assembly in place and lift the pad up and out



3. Reverse the procedure to replace the new pad into its slots.



## TROUBLESHOOTING

In addition to the troubleshooting information contained in this section, please see the Readme file in the PaperPort directory on your computer's hard drive. The Readme file contains additional information that may help you diagnose problems with the scanner.

If you try all the troubleshooting procedures described in this section and in the Readme file, and the scanner still has problems, you may have a malfunctioning scanner. Please see the technical support card that you received with your scanner for technical assistance telephone numbers. Also visit our web site at [www.visioneer.com](http://www.visioneer.com) for additional technical information.

### **Problem: The scanner won't scan. What's wrong?**

Check for one of these possible problems:

- **Is a cable loose or not plugged in securely?** Inspect all cable connections. Make sure all the cables are plugged in securely.
- **Are the scanner's status lights on?** Turn on the scanner's power. If the lights still don't come on, plug the power supply into another electrical outlet.
- **Is the scanner's locking tab in the locked position?** Slide the locking tab to the unlocked position. If you tried to scan with the scanner locked, you must restart your computer after unlocking the scanner.
- **Did you restart the computer after installing the software?** If you didn't restart the computer, it may not have loaded all of the software files. Try restarting your computer.
- **Did you select another Twain source for acquiring images?** If you use multiple Twain devices with your computer, you may have selected another source for images. Start the PaperPort software and choose **Select Source** from the **File** menu. Choose **Visioneer 9650 V1.0** and click **Select**.

**Problem: During installation I got the error message: PaperPort Installation is not complete. What do I do?**

The installation procedure was not successful. You need to reinstall the PaperPort software.

**Problem: I got the error message: PaperPort cannot allocate enough memory to perform internal critical operations. What do I do?**

Close any other active applications so that additional memory is available. If you click Continue, PaperPort moves the file to the PaperPort data directory and renames the file with the prefix “bad.” This allows you to recover the file later.

To recover the file, you can import it into PaperPort by using the Import command in the File menu.

**Problem: How do I uninstall PaperPort?**

See the section, “How to Uninstall Your Scanner” on page 43.

Uninstalling does not delete your scanned items, and they remain in the PaperPort Data folder.

# HOW TO UNINSTALL YOUR SCANNER

To uninstall the Visioneer 9650 scanner, you remove the software you installed for the scanner.

## STEP 1: UNINSTALLING THE VISIONEER 9650 SOFTWARE

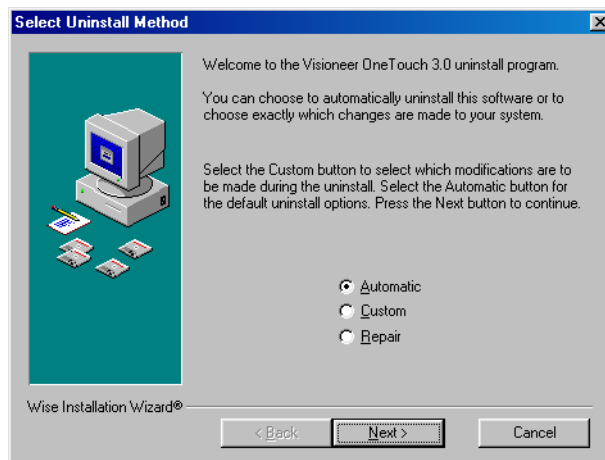
### FOR WINDOWS 98, 98 SE, AND ME

1. Click **Start** on the Windows Taskbar.
2. Choose **Settings** then **Control Panel** from the menu.
3. Double-click the **Add/Remove Programs** icon.

The Add/Remove Programs Properties window appears. Make sure the Install/Uninstall tab is selected.

4. Scroll the menu of software and select **Visioneer 9650**.
5. Click the **Add/Remove** button.

The Select Uninstall Method window appears.



6. Make sure the **Automatic** option is selected.

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**Important:** The Automatic option is selected by default. Visioneer recommends using the Automatic option. The other options are for advanced users only.

---

7. Click **Next**.

The Perform Uninstall window appears.

8. Click **Finish**.

The Visioneer 9650 software is uninstalled from your computer.

9. If the Remove Shared Components window appears, Visioneer recommends selecting **No to All**.
10. Unplug the power to the scanner and remove its USB cable from your computer.
11. Close the Add/Remove Program Properties window and the Control Panel window.
12. Restart your computer.

### **FOR WINDOWS 2000 AND XP**

1. Click **Start** on the Windows Taskbar.
2. For Windows 2000, choose **Settings**, then **Control Panel** from the menu.

For Windows XP, choose **Control Panel** from the menu.

3. Double-click the **Add/Remove Programs** icon.

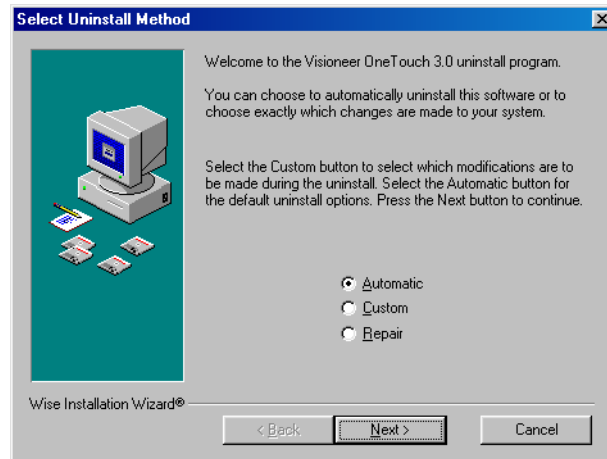
The window that appears is named Add/Remove Programs (Windows 2000) or Add and Remove Programs (Windows XP).

4. In the left column of the window, make sure the **Change or Remove Programs** option is selected.
5. Select the icon for **Visioneer 9650**.

6. Click the **Change/Remove** button.

If two buttons appear instead of a single Change/Remove button, click **Remove**.

The Select Uninstall Method Window appears.



7. Make sure the **Automatic** option is selected.

---

**Important:** The Automatic option is selected by default. Visioneer recommends using that option. The other options are for advanced users only.

---

8. Click **Next**. The Perform Uninstall window appears.

9. Click **Finish**.

The Visioneer 9650 software is uninstalled from your computer.

10. Unplug the power to the scanner and remove its USB cable from your computer.
11. Close the Add or Remove Programs window and the Control Panel window.
12. Restart your computer.

## STEP 2: UNINSTALLING THE PAPERPORT SOFTWARE

1. Click **Start** on the Windows Taskbar.
2. Choose **Settings**, then **Control Panel** from the menu.
3. Double-click the **Add/Remove Programs** icon.

Windows 98, 98SE, or ME: The Add/Remove Programs Properties window appears. Make sure the Install/Uninstall tab is selected.

Windows 2000 or XP: The Add or Remove Programs window appears. Make sure the Change or Remove option is selected in the left column.

4. Scroll the menu of software and select **PaperPort 7.02**.
5. For Windows 98, 98SE, or ME, click the **Add/Remove** button.  
For Windows 2000 or XP, click the **Change/Remove** button.  
The PaperPort Uninstall window appears.
6. Carefully read the Warning information. Click **Next**.
7. If the Remove Shared Files window appears, select **No to All**.

---

**Important:** Visioneer recommends choosing No to All. Removing shared files could cause other applications not to run correctly

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The PaperPort software is removed. A message then appears offering to keep or remove your scanned image files currently stored on the computer.

8. Click the **No** to keep your image files, click **Yes** to remove the image files from your computer permanently.

---

**Important:** Files created by PaperPort are in a proprietary format (with a .max extension) and cannot be opened by other applications. If you decide to keep your scanned image files and want to be able to view them, you can use the PaperPort Viewer instead of the PaperPort application. Download the viewer from Visioneer's Web site at [www.visioneer.com](http://www.visioneer.com)

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You may see a note about missing software. Click **OK**.

9. For Windows XP, click **Finish**.
10. Close the Remove Programs From Your Computer window. Close the Control Panel.
11. Restart your computer.

## CONTACTING VISIONEER AMERICA TECHNICAL SUPPORT

Visioneer provides technical support to all registered users in English and French. Please see the chart below for contact telephone numbers.

For Latin America, call our U.S. Technical Support (1-541-884-5548).

Visioneer offre un l'assistance technique à tous les utilisateurs enregistrés en anglais et français.

Pour l'assistance technique en français, veuillez appeler le numéro suivant (1-416-640-7256).

Visioneer brinda apoyo técnico, a todos los usuarios registrados, en inglés y francés. Consulte el cuadro, más abajo, para obtener el número de teléfono correspondiente a su país.

Usuarios en Latinoamérica, sírvanse llamar al teléfono de apoyo técnico en los EE.UU (1-541-884-5548).

Support by Telephone in the US (8:00 am - 5:00 pm Pacific Time, Monday-Friday) Long distance charges may apply	(541) 884-5548
Support by Telephone in Canada (8:00 am - 5:00 pm Pacific Time, Monday-Friday) Long distance charges may apply	(416) 640-7256
Free Support on the Web	<a href="http://www.visioneer.com">www.visioneer.com</a>
Free 24-hour Automated Expert System	(888) 887-0092 (Toll Free)
Support by Fax	(541) 884-8474
Express Telephone Support (8:00 am - 5:00 pm Pacific Time, Monday-Friday)	(900) 776-5724 (Nominal per-minute fee)

## CONTACTING VISIONEER—INTERNATIONAL TECHNICAL SUPPORT

Visioneer provides technical support to all registered users in English, French, and German. Please see the chart below for contact telephone numbers.

Visioneer offre une assistance technique à tous les utilisateurs enregistrés en anglais, français, et allemand. Reportez-vous aux numéros de téléphone listés dans le tableau ci-dessous.

Visioneer bietet allen registrierten Benutzern technische Unterstützung auf Deutsch, Englisch, und Französisch. Die Kontakttelefonnummern können Sie der folgenden Tabelle entnehmen.

Country	Telephone
Monday - Friday	
UK	0870 161 3003
Germany	0180 5 103 003
Rest of Europe	00 31 30 6026273
Visit <a href="http://www.visioneer.com">www.visioneer.com</a> for Fax information.	

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**Important:** Information about contacting Visioneer is subject to change. Please visit our Web site at [www.visioneer.com](http://www.visioneer.com) for the latest details.

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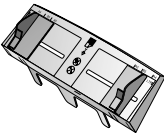
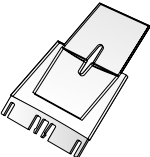






## VISIONEER 9650 SCANNER SPECIFICATIONS

<b>Bit depth</b>	True 42-Bit color (internal), 14-Bit gray (internal), 1-Bit line art/text
<b>Scanning resolution</b>	Optical resolution: 600 x 1200 dpi, Hardware supersampling Interpolated resolution: 9600 dpi
<b>Maximum item sizes</b>	ADF Mode 8.5 x 14 inches (21.6 x 35.6 cm) Flatbed Mode 8.5 x 11.69 inches (21.6 x 29.7 cm)
<b>ADF scanning speed</b>	Up to 12 pages per minute @ 200 dpi B&W
<b>Light source</b>	Cold cathode fluorescent lamp
<b>Interface</b>	USB
<b>Scanner dimensions</b>	
Height	7.5 inches (19 cm)
Width	12 inches (30.5 cm)
Length	17.5 inches (44.5 cm)
<b>Weight</b>	10.95 pounds (4.96 kg)
<b>Operating temperature</b>	50°–104° F (5°–35° C without condensation)
<b>Relative humidity</b>	20%–80% (@35° C without condensation)
<b>Power supply</b>	
Input voltage/frequency	100 Vac, 50/60 Hz (Japan) 120 Vac, 60 Hz (North America) 230 Vac, 50 Hz (Europe)
Output voltage/watt	24 V DC, 20.16 watt maximum
<b>Power consumption</b>	< 20 W
<b>Safety and agency certifications</b>	UL, ULc, FCC Class B, VCCI Class B, CE
<b>Hardware warranty</b>	One-year limited warranty

# VISIONEER 9650 SCANNER PARTS LIST

Please use the following part names and numbers when ordering replacements for your Visioneer 9650 scanner.

	Part Name	Part Number
	Paperguide assembly	57-0097-000
	Paperguide extension	57-0098-000
	Paper stopper assembly	57-0099-000
	ADF Pad assembly	57-0100-000
	AC Power Cord	35-0060-000
	Power supply	37-0046-000